

# **EXHIBIT 3**

## **Part B**

Concern 007MNBHYX

Customer voiced concern to me that the female office person taking her concern "gossiped" to her that I was a problem, and embellished the complaint.

In looking at the rebuttal from the customer, the office person changed the customers words and filed a false complaint. See attached letter from Bernadine Anderson.

## DOCUMENT OF CONVERSATION

On February 4, 2005 I spoke with Kathy Lakesburg with union steward Daryl Cessaretti present. On February 3, 2005 we received a concern regarding Kathy's unprofessional conduct with a customer. The customer claims Kathy has a rotten attitude. The customer claims Kathy accused her of being responsible for ruining her lunch. Kathy has been warned in the past about failing to conduct herself in a professional manner would result in further disciplinary action up to and including termination. Kathy will be put on notice of termination.

Management Signature: \_\_\_\_\_

*L. J. J. J.*

Employee Signature: \_\_\_\_\_

*R.T.S.*

Steward Initials: \_\_\_\_\_

*D.C.*

Document of conversation.mydocuments.word

KATHY HAS NOT BEEN WARNED  
IN THE PAST 9 MONTHS OF  
UNPROFESSIONAL CONDUCT

CLOSED CUSTOMER CONCERN  
RRDD 0246  
CENTER: 6014 NAPERVILLE

## Original Concern:

Date/Time: 02/03/2005 14:33  
CSC Location: CCSC08/013  
Confirmation #: 007MNBHXX

## Caller Information:

ACCT #  
(630)369-6998  
BERNADINE ANDERSON -- non-preferred

## Incident / Location:

SAME

RM# 201 1340 MCDOWELL RD  
NAPERVILLE, IL 60563

## Description:

(C1) Center Concerns - Hourly Personnel

INCIDENT DATE/TIME: 02/03/05 14:31 - GAL DRYR ON THIS RTE IS THE MOST MISERABLE PERSON SHE'S COME IN CONTACT WITH-ALWAYS COMPLAINING & BICKERING SEEMS UNHAPPY WITH HER JOB TOLD BERNADINE SHE RUINED HER LUNCH TODAY-THIS IS THE 3RD TIME SHE'S DELVD WITHIS ROTTEN ATTITUDE-DOESNT WANT HER BACK

## Action Taken By CSC:

## FIRST REQUEST RESPONSE

Pending?: ☐

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 02/03/2005  
Time 14:48

Prior Contact Attempts:

Date  
Time

Date  
Time

## What action was taken to satisfy the Customer?:

TALKED TO MRS. ANDERSON @ 14:46 SHE SAID THAT K. LAKEBURG IS THE RUDEST PERSON SHE EVER MEET SHE SAID THAT IF SHE HAS TO CONTINUE DEL TO HER SHE WILL CANCEL WITH UPS CUST WANTS A UPDATE ON WHATS GONE TO HAPPEN

UPS Employee Involved:

LAKEBURG,K

Completed By:

D. BRANCH

Post to Employee's Record: Y

UPS 0052

June 3, 2006

In reference to my  
Complaint (new # 369-0171)  
on 2/3/05 @ 14:46  
1340 McDowell RD.  
#201

Naperville, Ill. 60563

I did not state she was the  
most miserable person that I  
have come in contact with.

I am a sales associate.

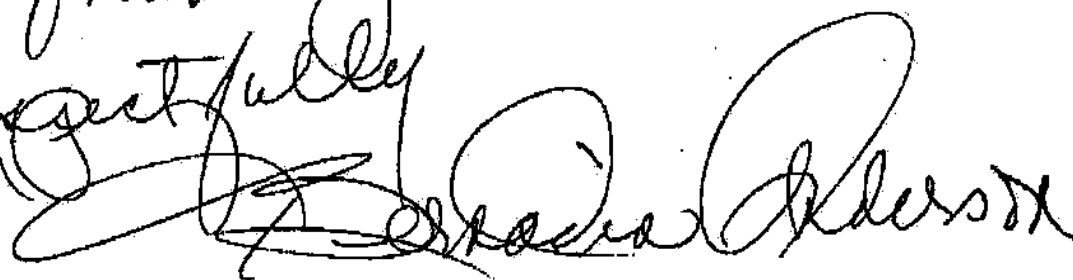
She has apologized & I  
had accepted. We were  
both not in the right mood  
and that happens to a lot of

people at times

So my intention was  
not so crucial that  
she get fired - I  
would prefer she have  
her job since she was  
nice enough to come  
back & we talked it  
out & both apologized  
for having a bad day.

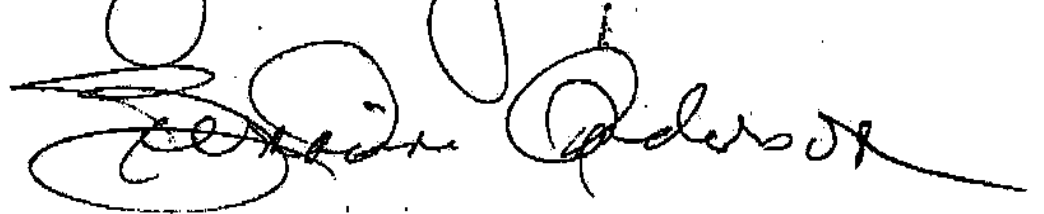
Thank you

Respectfully

Theresa Kersox

PS:

Also, I enjoy & trust  
UPS for delivery & will  
not change my service.

Brian Adcock

630-267-7739  
cell phone

4117 Landing Dr.

Apt. ~~10~~ 1C

Aurora, Ill. 60504

Cheapeake Landing

January 6, 2005 - Document of conversation.

My actions were no different than those of other employees and I was singled out, as records show.

PLEASE NOTE: STEWART KRAHUL# WAS UNAWARE  
OF ANY DISCIPLINARY ACTION

F 1 1 9 63 7 18

S

AV 1 1 5 17 5 4 3 4

HENDRICKSON L

325661666

FT PD E ASSIGNED

6014/1

## WORKED HOURS

TOTAL AM	S&L	DEL	ON	CHK	LCL	TOTL	TOTL	OVH	CLRK	WASH	MSKG	OTHER	TOT	TOGR	P28	NET	IDA	2DA	1DA	TOTL	OVH					
HOURS	MRS	MRS	TRP	ROAD	IN	EXT	DRIV	PLAN	UND				HRS	CD	CD	SPORM	MIL	PKGS	RECD	MSD	PKGS	PKGS	PKGS	MSCM	STOP	70

S																									
N	937	34			902	1		937	792	145				14.0	67	258			258	30	20				94
T	949	17			932			949	792	157				13.5	69	256			256	23	16				95
W	1171	35			1134	2		1171	948	223				13.0	76	324			324	42	16				116
TO	1011	47			960	4		1011	803	208				13.3	69	269			269	30	20				98
F	1042	34			1005	3		1042	799	243				14.4	57	280			280	28	12				112
S																									
AV	1022	33			987	2		1022	827	195				13.6	68	277			277	31	17				103

## PICKUP

DOUBLE TRIP - SPECIAL COUNTS - (MEMO ONLY - TRAILER DEL &amp; PICKUP)

NET	NET	SEND	AGAIN	TOTL	TOT	ACK	HI-VAL	MRS	BEF	2:30	UNLO	LOAD	PKGS	PKGS	1	2	PKGS	STPS	PKGS	STPS	PKGS	STPS	WORK
COD	CAL	COD	CALL	PAID	PKGS	STP	PKG	PKG	STP	STPS	PKGS	PKGS	PKGS	PKGS	PKGS	PKGS	PKGS	PKGS	PKGS	PKGS	PKGS	PKGS	PKGS

S																							
N	1	1	2	4	156	32					6	43											
T		1		2	185	31					6	42											
W			1	17	315	31					5	54											
T	2	1	2	18	187	30					2												
P	2	1		5	213	33					9	12											
S																							
AV	1	1	1	9	215	31					6	30											

LAKESBURG K

327542236

FT PD ASSIGNED

6014/1

Hendrickson  
over-allowed  
was she told to fill  
out ~~Resume~~ ?  
RESUMES

UPS

M/E 11/15/03

910.442 11/14/03 01:01

SUPERVISORY GROUP 1

PACKAGE CENTER WEEKLY OPERATION REPORT  
STATISTICSDISTRICT NORTH ILLINO DIST0346  
CENTER NAME NAPERVILLE SLIC 6014  
PAGE 13

## -----WORKED HOURS-----

TOTAL AM S&L DEL ON CNK LCL TOTL TOTL +OVR CLERK WASH HSKG --OTHER--										DELIVERY													
HOURS	MRS	MRS	TRP	ROAD	IN	SRT	DRIV	PLAN	-UND	MRS	CD	CD	SPORH	MIL	PKGS	RECD	MSD	PKGS	PKGS	PKGS	MSCH	STOP	70
S																							
MO	942	17			925			942	895					15.7	68	288		388	25	17		113	1
TO	1101	29			1070	2		1101	875					14.4	71	258		256	24	13		121	17
NO	986	12			972	2		986	876					15.1	67	295		296	26	25		117	
TO	1007	27			974	4		1007	966					16.4	65	339		319	29	17		128	
AV	1009	21			985	3		1009	907					15.4	68	295		295	26	18		120	5

KID hours days

## -----PICKUP-----

NET NET -SEND AGAIN- TOTL TOT RCR										DOUBLE TRIP				SPECIAL COUNTS		(MEMO ONLY-TRAILER DEL & PICKUP)				
COD	CAL	COD/CALL	PAID	PKGS	STP	PKG	HI-VAL	MSS	-REF 2:30-	UNLD	LOAD	PKGS	PKGS	1	2	PKGS	STPS	PKGS	STPS	WORK
S																				
M	3	2		4	101	32		1		4	2									
T				7	174	33				4	3									
W	2		1	2	228	30				4	44									
T	2			7	384	32				5	40									
AV	2	1		5	272	32				4	22									

LAKESIDE K

127542216

FT PD ASSIGNED

6014/1

## -----WORKED HOURS-----

TOTAL AM S&L DEL ON CNK LCL TOTL TOTL +OVR CLERK WASH HSKG --OTHER--										DELIVERY													
HOURS	MRS	MRS	TRP	ROAD	IN	SRT	DRIV	PLAN	-UND	MRS	CD	CD	SPORH	MIL	PKGS	RECD	MSD	PKGS	PKGS	PKGS	MSCH	STOP	70
S																							
M																							
T	800	17			758	25		800	804	108				14.8	75	580		580	12	22		111	
W	800	17			758	25		800	820	20				12.5	71	556		554	15	16		93	
T	863	17			824	28		863	948	79				13.2	91	530		530	8	14		106	
AV	821	17			780	26		821	892	69				13.5	79	555		555	12	17		103	

## -----PICKUP-----

NET NET -SEND AGAIN- TOTL TOT RCR										DOUBLE TRIP				SPECIAL COUNTS		(MEMO ONLY-TRAILER DEL & PICKUP)				
COD	CAL	COD/CALL	PAID	PKGS	STP	PKG	HI-VAL	MSS	-REF 2:10-	UNLD	LOAD	PKGS	PKGS	1	2	PKGS	STPS	PKGS	STPS	WORK

UPS 01

## DOCUMENT OF CONVERSATION

On January 6, 2005 I spoke with Kathy Lakeburg with union steward Jim Krahula present. On January 5, 2005 Kathy's over allowed hours were 3.32. She arrived back to the Addison facility at approximately 9:00pm. At that time Kathy went into the break room and took her lunch. She punched out at 9:55pm. Her total hours paid was 12.76.

I instructed Kathy she is not to exceed 11.99 paid hours in a day. She is to communicate to the center prior to 3:30pm if she will be out later than 6:38pm. In addition she was instructed to take her lunch between the third and sixth hour. I asked her to also clearly communicate to the center when she is asked a question via ODS. Failure to follow these instructions in the future may result in further disciplinary action up to and including termination.

Management Signature: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Steward Initials: \_\_\_\_\_

Document of conversation.mydocuments.word

Discrimination - did males get write-ups  
Did clearly communicate  
Did not violate DOT regulations  
could not take lunch - to accomplish UPS goals  
Steward: Krahula Acknowledged not seeing the  
document of discipline

UPS 0057

[illegible]

DDS In-Center - Naperville 6014

File Maintenance CSC New Message Help

## Messages from Centers and Responders

From	Route	Type	To	Message Type	Response Required	Time Sent
BERNARDUS GNE	374	DRD	6014	Response		01/05/2005 15:57
BURBETHUS DR	176	DRD	6014	Response		01/05/2005 15:55
STANICHARDUS	034	DRD	6014	Response		01/05/2005 15:55
CARNEYUS DR	304	DRD	6014	Response		01/05/2005 15:55
CHRISTENUS DR	074	DRD	6014	Response		01/05/2005 15:55
CHASTYUS DR	350	DRD	6014	Response		01/05/2005 15:55
CRANDUS DR	620	DRD	6014	Response		01/05/2005 15:55
TELEPHUS DR	940	DRD	6014	Response		01/05/2005 15:55
DELRALUS DR	704	DRD	6014	Response		01/05/2005 15:57
COOLEYUS DR	076	DRD	6014	Response		01/05/2005 15:55
COOLEYUS DR	130	DRD	6014	Response		01/05/2005 15:55
DOOLEYUS DR	180	DRD	6014	Response		01/05/2005 17:01
HAYLOCKUS DR	360	DRD	6014	Response		01/05/2005 16:55
HOFERUS DR	150	DRD	6014	Response		01/05/2005 16:57
HOWARDUS DR	310	DRD	6014	Response		01/05/2005 15:57
JOHNSONUS DR	700	DRD	6014	Response		01/05/2005 15:57
KEPLERUS DR	210	DRD	6014	Response		01/05/2005 16:55
KEPLERUS DR	350	DRD	6014	Response		01/05/2005 16:55
KEPLERUS DR	074	DRD	6014	Response		01/05/2005 17:01
KEPLERUS DR	170	DRD	6014	Response		01/05/2005 16:55
KEPLERUS DR	174	DRD	6014	Response		01/05/2005 16:57
KEPLERUS DR	170	DRD	6014	Response		01/05/2005 16:55
KEPLERUS DR	170	DRD	6014	Response		01/05/2005 16:55
MITCHELL JUS DR	180	DRD	6014	Response		01/05/2005 16:55
MITCHELL JUS DR	180	DRD	CENTER	Message		01/05/2005 16:57

## Original Message

NEED YOUR ETA BACK TO THE BLDG. DRIVE SAFE. LARRY

## Message

900

In-Center Dispatching

22 Unread Messages

Ready

Crash: 0 Arrival: 3 Accept: 7 Cancel: 0 Compl: 42

System Alerts

Naperville

CONNECTED TO DRIVERS W/GCA 117:04

UPS 0061

**UPS 0064**

**UPS 0060**

File Maintenance ESC - New Message Help

### Original Message

WE SENT YOU HELP. WILL YOU CLEAN UP UK

**STILL HAD TO DO THE JOB**

### In-Center Dispatching

**① United Nations**

GrAsh: 0 Assign: 2 Accept: 0 Cancel: 0 Comp: 42 4.4 n System Alerts: 100% 50 DRIVERS W/OCA 17:13

005 in Center - Supervisors

Messages from Callers and Responders

From	To	Message Type	Message	Time Sent
005 in Center	005 in Center	Response	NEED YOUR ETA BACK TO THE BLDG. DRIVE SAFE. LARRY	11/18/07 15:55

Original Message

NEED YOUR ETA BACK TO THE BLDG. DRIVE SAFE. LARRY

005

In-Center Dispatching

Clear (0/1) Accept (17) Cancel (0) Cancel (0) Search Alerts

005 in Center - Supervisors

UPS 0062

1/6/2005

I Kathy Lakeberg AM requested  
9.5 hours days during JAN Feb  
And March of 2005.

1/6/2005

I m requesting AN 8 HOUR DAY  
ON Friday 1/7/2005

K. Lakeberg  
Lakeberg

HRS/OT/  
WAGES

Dan Beldin

**Kruml Lawrence (mel1lgk)**

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**From:** Lippath Timothy (DBB3TXL)  
**Sent:** Wednesday, January 05, 2005 11:29 PM  
**To:** Kruml Lawrence (mel1lgk)  
**Subject:** LATE AIR DRIVER- LATE OHARE DRIVER -LAKEBURG LATE LUNCH OVER 12

ANNA PAWAKOSKI GOT TO THE BUILDING AT 9:30 WITH ABOUT 25 EXPRESS PACKAGES  
GREG JOHNSON GOT TO OHARE 15MIN LATE ABOUT 10:00. SUE HAD ANNA GIVE GREG ALL HER REDS AND  
SHE(SUE) HAD GREG GIVE ANNA ALL HIS 2DAY AND GROUND INTERNATIONAL. GREG MISUNDERSTOOD AND  
GAVE ANNA EXPRESS INTERNATIONAL WITH ALL THE 2 DAY AND GROUND. ANNA GOT IN AT 9:30 PETE MIKE  
AND MYSELF HAD HER UNLOADED BY 9:35. ALL THE EXPRESS MADE THE SHUTTLE

LAKEBURG GOT IN LATE AT 8:55/9:00 AND TOOK HER LUNCH IN THE BREAK ROOM PUNCH OUT AT 21:55 OVER  
12  
ODS MESSAGE IN YOUR DAILY RECAP

UPS 0058

Ms. Lang's letter. January 5, 2005

This letter has false accusations. I have never stuck a delivery notice under a mat. I have no other complaints from tenants at this complex. Feb. 2001-Dec. 2004. I have a compliment letter. On one occasion, Ms Lang walked up to the UPS vehicle in the apartment complex parking lot. She asked if there was a delivery for her. In fact, there was not that day. Ms Lang would never have to chase the truck down the block. This leasing office has always accepted packages for tenants. During Christmas peak I did bring a package to her door. Ms Lang signed for it. On February 21, 2005 I rang Ms Lang's doorbell 6 times. All supervisors Lisa, Theresa, Gary, and Glenn Schmidt failed to tell me of this letter. I found this letter in my employment file. I was not informed of this letter by a union steward or supervisor. If UPS takes complaints seriously, Why was I not informed. I was able to view this after July 8, 2005. The date I received my file. This letter contains false defamatory information and needs to be expunged.

Please

Note: Customers have phoned it false complaints.  
~~letter~~ of praise for good service

Glen Schmidt  
Manager  
UPS  
150 South Lombard  
Addison, IL 60101

January 5, 2005

Dear Glen:

I am writing you because of the unfortunate incidents that I have been experiencing with my delivery driver Kathy. I have had three incidents in the past month that I need to address to you. They have been on the following dates:

December 15, 2004-Called Spoke with Lisa

December 23, 2004-Called Spoke with Lisa, Theresa, & Gary

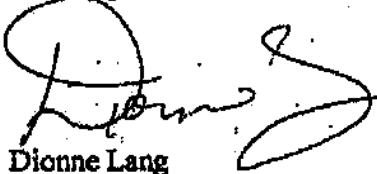
December 29, 2004-Called Spoke with Lisa, Theresa, & Gary

In each incident the delivery driver had not brought my packages to my door. What Kathy does is write notices of deliveries and places them on the door. She doesn't bring the packages like she should to the door and ring the door bell. Instead she right's up delivery tickets and then she places them under the door mat (as if anyone looks there for them) or puts them on the door, takes all of the packages to the leasing office instead. When someone ships a package per UPS they are paying for a service. They are paying to have that delivered to their door. Kathy doesn't do her job. She takes all of the packages to the leasing office where I live and dumps her duties off on the manager and the leasing office. I live in a community of 300 apartments. Everyone over here complains about the UPS driver. I myself have spent more than 3 hours on the phone with UPS to complain about Kathy. I work from home; I am here every day to accept my packages. I see her put notices on the door and scurry away; I have to chase her down the block to get my package from her. This lady needs to be supervised and she needs to be refreshed about what her job is all about. I have asked all my vendors not to use UPS and I will continue to do so. Instead I have asked my Vendor's to use the US Postal Service and also FED EX whenever possible. If Kathy doesn't like her job, and if she doesn't want to do her job, she needs to find another one, because I certainly do not need to be spending my time writing and calling to complain about her!!!

Please note that the office manager at the complex where I live has also called in complains in regards to this driver and her bad habits.

Thanking you in advance for your time, and hoping that your driver will get some help!

Sincerely:



Dionne Lang

UPS 0053

*Therese R. Young*

*1636 Brookdale Road Apt 23*

*Naperville, IL 60563*

*July 18, 2003*

*Dear Sir or Madam:*

I am a tenant that resides in the Brookdale Village apartment complex, which is located in Naperville, IL. I have lived here since 2002 and have since received numerous packages delivered by the UPS Company. This is why it pained me to learn that my previous driver, Kathy Lakesburg, had been fired. I did take notice that earlier this year I started having my packages delivered by an equally wonderful young lady and it did puzzle me as to what happened to my previous driver as I tend to form customer service bonds with the service men and women who work with and for me. Ms. Lakesburg has always been a very courteous and good driver. She has always greeted me with a smile and a genuine friendliness that I do not always receive from people in the customer service industry. If I was not able to meet her at the entrance of our apartment complex, she was always very happy to deliver my packages all the way upstairs to my apartment door, which is very convenient for me seeing that I have four small children. On days that were very unpleasant due to extreme cold or just bad weather in general, Ms. Lakesburg would again, greet me with a smile, the same smile that she gave me on the days that were pleasant. Around Christmas time, when there is such a high level of delivery activity taking place due to the season, Ms. Lakesburg was still very courteous even though she had been working the busy schedule that is associated with the madness that characterizes the Christmas season. I believe that the firing of Ms. Lakesburg is a very large loss for the UPS Company and that the management has made a great mistake in letting her go. While Ms. Lakesburg's replacements are very comparable in service to her and are equally pleasant, it would do my heart good to know that Ms. Lakesburg was placed back on my UPS route. She was a great delivery person and I believe that her being fired was a great injustice that should be further investigated. I have not had any problems with her and I can't imagine, based upon the rapport that she had built with me over the years that she could have intentionally caused any problems that would warrant her relief from the job she so greatly loves.

*Sincerely,*

*Therese R. Young*  
*Therese R. Young*  
*A Concerned Patron*

I WAS BROUGHT TO MY ATTENTION THAT  
 NAME WAS USED IN A COMPLAINT ON  
 UPS DRIVER SOMETIME AGO SINCE I  
 OVER THE SHIPPING DEPARTMENT - APPROX  
 6 AGO IT WAS NOT ME IT IS POSSIBLE  
 A FORMER EMPLOYEE USED MY NAME  
 YOU HAVE ANY QUESTIONS, PLEASE CALL  
 AT 630 388 1695

Robert Bruce Entwistle  
Signed

I GAVE THE LEGIBLE COPY TO Krum ↑

I PREVIOUSLY GAVE STEWARD McDONOUGH  
 A LETTER FROM ZUKE COMPUTER APOLOGIZING  
 THAT A FALSE COMPLAINT WAS MADE AGAINST ME  
 TO MANAGER: ZIMMERMAN AROUND 2001  
 NOT FOUND IN EMPLOYMENT FILE

Concern 005LYR836, 7/19/04

The customer at the address was not home and left a note to leave delivery at the neighbor's, who also was not home.

The package was a third attempt and was returned as company policy requires. The clerk on duty was notified and delivery was rescheduled for the next deliverable day. I spoke personally to the clerk and notified him that the customer needed the package, and that it would be redelivered the next day, because neither the customer nor his neighbor were home.

When I spoke to the supervisor, Sue, I told her about the package. She assumed that it was belted. It was not, the clerk failed to put it out for delivery, not being my fault.

## CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

\*\*\*\*\* URGENT \*\*\*\*\*

## Original Concern:

Date/Time: 07/18/2004 19:30

CSC Location: CCSC01/745

Confirmation #: 005LYR63G

## Caller Information:

ACCT #

(630)717-8215

SUE DORAN -- non-preferred

1608 WHITLEY RD  
NAPERVILLE, IL 60563

## Incident / Location:

SAME

Jey  
7/20/04

## Description:

(H1) 2nd Request - Delivery Change Request

INCIDENT DATE/TIME: 07/18/04 19:29 - TRK#121835828371306305. CUST CALLED ABOUT PKG THAT WAS ALT ADDR ON 7/16 BEFORE 7PM. THE PKG SHOULD HAVE BEEN DLVRD TO ALT ADDR 7/18. CUST IS UPSET AND WANTS TO KNOW WHY PKG WAS NOT DLVRD TODAY, PLEASE CALL TO DISCUSS AND TO RESOLVE.

## Action Taken By CSC:

## FIRST REQUEST RESPONSE

Pending?: \_

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 07/18/2004  
Time 19:50

Prior Contact Attempts:

Date  
TimeDate  
Time

What action was taken to satisfy the Customer?:

CALLLED CUST. SHE SAID NO NOTICES WERE GIVEN AND THAT LAKEBURG GAVE A FINAL NOTICE ON FRIDAY. THERE WAS A NOTE TO DELIVER TO THE NEXT DOOR NEIGHBORS HOUSE, BUT NEVER WAS. PKG COULD NOT BE FOUND FROM FRIDAY'S, DUE TO THE PKG BEING BELTED. TOLD CUST SHE WOULD GET HER PKG DELIVERED TOMORROW.

UPS Employee Involved:

LAKEBURG,K

Completed By:

philippe gardner

Post to Employee's Record: Y

Concern 001KWWVPV, 7/19/04

Preloader placed a golf club, meant for Pebblewood, with the clubs to be delivered to Golf Discount. Package delivered the same day correctly.

PLEASE NOTE: MY ACTIONS WERE NO DIFFERENT  
FROM OTHER EMPLOYEES ~~AS~~ AS THE  
ATTACHED DOCUMENT SHOWS I CORRECTED  
A MISDELIVERY FOR ROSS

## CLOSED CUSTOMER CONCERN

RRDD 0246

CENTER: 6014 NAPERVILLE

\*\*\*\*\* URGENT \*\*\*\*\*

## Original Concern:

Date/Time: 07/19/2004 10:08

CSC Location: CCSC02/752

Confirmation #: 001KWWVPV

## Caller Information:

ACCT # 00005Y78Y1

(630)355-5353

CHRISTOPHER BENSON -- non-preferred

GOLF DISCOUNT

1636 N AURORA RD

NAPERVILLE, IL 60563

## Incident / Location:

SAME

## Description: (DZ) Delivery - MIs-Delivery

INCIDENT DATE/TIME: 07/18/04 10:04 - 124377460346763752. 07/14/04 10:34 MIKE SCHOBBER RECEPTION. PKG MIS DEL TO: 1636 N AURORA RD NAPERVILLE IL 60563. ADD ON PKG IS: 1620 PEBBLEWOOD LANE #128 NAPERVILLE IL 60563. WANTS PKG PU AND DEL TO CORR ADD. ....JV

## Action Taken By CSC:

## FIRST REQUEST RESPONSE

Pending?: \_

Customer Notification:

☒ Telephone☐ Visit☐ No Contact Required

Contact:

Date 07/19/2004

Prior Contact Attempts:

Date

Date

Time 10:15

Time

Time

What action was taken to satisfy the Customer?:

CALLED CUSTOMER APOLOGIZED FOR ANY INCONVINCE LET HIM KNOW KATHY WILL BE BY TO PU AND

~~DELIVER TO THE CORRECT ADDRESS 1636~~

UPS Employee Involved:

LAKEBURG,K

Completed By:

N. SCALZO

Post to Employee's Record: N

UPS 0072

Searched Inquiry Number: 122044060305948638	Tracking Number: 122044060305948638	Service Level: GROUND
Associated Tracking Numbers:		
<input type="button" value="Search"/> Select an Associated Tracking Number and click on Search to execute the search		
Delivery Address: 2711 SHERIDAN CT NAPERVILLE IL 60563 UNITED STATES	Type: DELIVERED  Received By:  Location: FRONT DOOR	Date: 06/28/04 Time: 13:27  Late Air Reason:
Delivery Status: PACKAGE WAS DRIVER RELEASED		
Shipper Name: SAS INSTITUTE- PO#10584	Shipper Number: 204406	Stop Type: RESIDENTIAL
Package ID:	Package Weight: 0.00	Saturday Delivery Charge: NO
Remarks:		
Original Receiver: Reason:		
Return Address:		
Monetary: No monetary information available		
DIAD Detail		
Name: ROSS	Driver ID: 47454	Vehicle Number: 132774
Data Source: DCS	DIAD ID: 0V1/UGJ	
Defined Area: 1701	SLIC/Location: 6014 / ADDISON-NAPERVILLE IL US	
Upload Date/Time: 06/28/04 17:58	Stored Date/Time: 06/28/04 18:08	
Stop Number: 77	Total Delivery Stop Count: 97	Packages at Stop: 1

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COPY OF MISDELIVERY (make-loss)  
 PACKAGE BELONGED TO MCCLEANAN  
 I redelivered it for ROSS to 2711 MCCLEANAN

Concern 005LY8HT1, 7/18/04

When attempted delivery, the store was closed. When contacted that they were in and open for business, I delivered the parcel within 5 minutes.

Customer has, in the past, apologized for not opening the store on time.

PLEASE NOTE: My ACTIONS WERE NO DIFFERENT  
~~than~~ those of other employees and I  
WAS SHOT OUT AS THE AIR REPORT SHOWS

CLOSED CUSTOMER CENTER  
RRDD 0246

CENTER: 6014 NAPERVILLE

URGENT

**Original Concern:**

Date/Time: 07/16/2004 11:05

CSC Location: CCSC09/288

Confirmation #: 005LY8HT1

**Caller Information:**

ACCT #  
(838)416-7011  
STEVE PETRY -- non-preferred  
SUIT BANK  
RMS SR 1550 N ROUTE 59  
NAPERVILLE, IL 60563

**Incident / Location:**

(838)416-7011  
STEVE PETRY  
SUIT BANK  
1550 N ROUTE 59  
NAPERVILLE, IL 60563

**Description: (D4) Delivery - Delivery Time**

INCIDENT DATE/TIME: 07/16/04 09:47 - 1223023X0141272714. ETT SHOWS 07/16/04 09:47 CLOSED 1. CNEE SAID THAT THERE BUSINESS HOURS ARE POSTED ON THE DOOR. THIS PKG IS NEEDED URGENTLY. CNEE REQING REDELIVERY TODAY 7/16/04. PLB CALL TO CONFIRM DELIVERY WILL BE MADE. THANK YOU

**Action Taken By CSC:**

**FIRST REQUEST RESPONSE**

Pending?: \_

Customer Notification: ☒ Telephone ☐ Visit ☐ No Contact Required

Contact:	Date 07/16/2004	Prior Contact Attempts:	Date	Date
	Time 11:35		Time	Time

What action was taken to satisfy the Customer?:

CALLED THE CUSTOMER AND LET THEM KNOW THAT THE DRIVER WILL BE BACK TO DEL. IN 30 MIN

UPS Employee Involved: LAKEBURG, K

Completed By: M. KASPER

Post to Employee's Record: N

SLIP: 6014  
 REGION: 02  
 DISTRICT: 44

AIR EXCEPTION REPORT  
 DELIVERY DATE: 12/03/01

Print Date: 12/03/01  
 Print Time: 2:11  
 Page: 1

*Rate Au*

*Waiting on computer*

SRV DRIVER	DATE REASON	ADDRESS	SRV LABEL	DEL TIME	CMT
1 JENSEN	Other	2635 NEWTON AVE NAPERVILLE 60564	1DA 121JESD60101122890	15:17	10:30 OR FRONT DOOR

Driver Summary: JENSEN  
 Commit Times : 08:00 10:30 12:00 15:00  
 Missed Pkgs : 0 1 0 0

Left Building 08:45

Total	Commit Time Totals
1	Stops 1 Pkgs 1

KRAHULA  
 Rm:104  
 869 BENEDETTI DR  
 NAPERVILLE 60563

1DA 12AB329V0142353737

869 BENEDETTI DR  
 NAPERVILLE 60563

1DA 12AB329V0142353737

Driver Summary: KRAHULA  
 Commit Times : 08:00 10:30 12:00 15:00  
 Missed Pkgs : 0 0 0 0

Left Building 08:30

Total	Commit Time Totals
0	Stops 14 Pkgs 14

MARTINEZ  
 813 N WASHINGTON ST  
 NAPERVILLE 60563

1DA 121ESF780141219864  
 1DA 121ES9780141239864  
 1DA 12RFP81822473127184  
 1DA 12RFP81822473127284

09:11 10:30 Not Ready 1  
 14:45 10:30 NORM  
 09:11 10:30 Not Ready 1  
 14:45 10:30 NORM

Driver Summary: MARTINEZ  
 Commit Times : 08:00 10:30 12:00 15:00  
 Missed Pkgs : 0 0 0 0

Left Building 08:30

Total	Commit Time Totals
0	Stops 21 Pkgs 11

MCDONALD  
 Other  
 Rm:293 Fl:2  
 40 SHUMAN BLVD  
 NAPERVILLE 60563

1DA 12SK097X0101166310

15:35 10:30 MARCHAND

Driver Summary: MCDONALD  
 Commit Times : 08:00 10:30 12:00 15:00  
 Missed Pkgs : 0 1 0 0

Left Building 08:30

Total	Commit Time Totals
1	Stops 25 Pkgs 46

OWENS  
 Reg Late  
 Rm:1  
 1244 RICKERT DR  
 NAPERVILLE 60560

1DA 1240A2R00176536352

10:31 10:30 MEXON

3008 SEILER DR  
 NAPERVILLE 60565

1DB 121836921311435162

15:07 15:00 ELIZONDO

Driver Summary: OWENS  
 Commit Times : 08:00 10:30 12:00 15:00  
 Missed Pkgs : 0 0 0 0

Left Building 08:50

Total	Commit Time Totals
0	Stops 6 Pkgs 14

PENDLETON  
 Other  
 905 POTOMAC AVE  
 NAPERVILLE 60565

1DA 126777140120078996

14:22 10:30 OR FRONT DOOR

Driver Summary: PENDLETON  
 Commit Times : 08:00 10:30 12:00 15:00  
 Missed Pkgs : 0 1 0 0

Left Building 08:30

Total	Commit Time Totals
1	Stops 6 Pkgs 10

SLIC: 6914  
 REGION: 02  
 DISTRICT: 46



## AIR EXCEPTION REPORT

DELIVERY DATE: 12/03/03

Print Date: 12/03/03

Print Time: 21:12

Page: 2 of 5

DRIVER	DATE REASON	ADDRESS	SRV LABEL	DEL TIME	CMT	DISPOSITION
1	RECCHIA Other	1450 E CHICAGO AVE NAPERVILLE 60540	IDA 129167280162723372	10:32	10:30	Closed 1
Driver Summary: RECCHIA			Left Building 08:45	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				1	Stops	Pkgs
Missed Pkgs : 0 1 0 0					7	7
ROSS			RM:104 618 S RTE 59 NAPERVILLE 60540	IDA 126734700151859382 IDA 126734700151859382		
Driver Summary: ROSS			Left Building 08:35	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				0	Stops	Pkgs
Missed Pkgs : 0 0 0 0					20	26
WALKER			10740 ROYAL PORTHCAWL DR NAPERVILLE 60564	IDA 121189932441879965 IDA 121189932441879965		
Driver Summary: WALKER			Left Building 08:40	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				0	Stops	Pkgs
Missed Pkgs : 0 0 0 0					7	7
Supervisor Group 1 Summary:				Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				4	Stops	Pkgs
Missed Pkgs : 0 4 0 0					269	453
2	BELL Other	2800 WINDSOR DR LISLE 60532	IDA 120781E52210902220	16:49	10:30	Moved
Driver Summary: BELL			Left building 08:28	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				1	Stops	Pkgs
Missed Pkgs : 0 1 0 0					13	15
BJORSETH Req Late			SEARS ON LINE 1835 FERRY RD NAPERVILLE 60563	IDA J1531305417	10:56	10:30 KNOLL
Driver Summary: BJORSETH			Left Building 08:44	Total	Commit Time Totals	
Commit Times : 08:00 10:30 12:00 15:00				0	Stops	Pkgs
Missed Pkgs : 0 0 0 0					2	3
DERUDDER Req Late			2134 LILLIAN CT LISLE 60532	IDA 1274W6A92440295560	11:25	10:30 ON FRONTDOOR
			NA 4100 S RTE 53 LISLE 60532	IDA 12WA85580112402180 IDA 12WA85580112402180	09:56 10:30 Not In 1 12:22 10:30 VP	
			JORSITE 4100 S RTE 53 LISLE 60532	IDA 12A91W110140760129	09:56 10:30 Not In 1	

UPS 0128

Concern: 005LKT1VR 07/16/2004

Four to eight people use the same entry way to the apartment complex. It is reasonable to believe someone could have taken the delivery notice. From February 2001-July 2004 the route consisted of 5 or more apartment complexes. This is the first complaint I've gotten. I received no proof the delivery notice was not scanned.

*PLEASE NOTE: THIS IS THE FIRST COMPLAINT  
FROM A CUSTOMER FOR A DELIVERY NOTICE  
FROM FEB. 2001 - MARCH 2005*

CLOSED CUSTOMER CONCERN  
RRDD 0248  
CENTER: 8014 NAPERVILLE

## Original Concern:

Date/Time: 07/16/2004 14:35  
CSC Location: CCSC08/013  
Confirmation #: 005LKT1VR

## Caller Information:

ACCT #  
(630)490-5251  
JILL ADAMEK - non-preferred

## Incident / Location:

SAME

RM# 203 1551 RAYMOND DR  
NAPERVILLE, IL 60563

## Description: (D3) Delivery - SERVICE NOTICE

INCIDENT DATE/TIME: 07/16/04 14:34 - DOESNT HAVE TRKING # AVAIL BUT NEEDS DRVr TO LEAVE A NOTE IF PKGS ARE GOING TO BE TAKEN TO THE COMPLEX OFFICE. SHE SAID THE OFFICE IS CONCERNED TOO-

## Action Taken By CSC:

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FIRST REQUEST RESPONSE

Pending?: \_

Customer Notification:      ☒ Telephone      ☐ Visit      ☐ No Contact Required

Contact:	Date	Prior Contact Attempts:	Date	Date
	Time		Time	Time
	07/16/2004			
	03:35			

## What action was taken to satisfy the Customer?:

I TALKED TO JILL — I TOLD HER THAT THE DRIVER WILL LEAVE A NOTE IF THE PKGS WILL BE LEFT AT THE COMPLEX OFFICE. THE DRIVER WILL BE TALKED TO BE A SUPERVISOR ABOUT LEAVING NOTES FOR CUSTOMERS.

UPS Employee Involved: LAKEBURG,K

Completed By: MONIKA MILEWSKA

Post to Employee's Record: Y

provide proof of  
unsent note

UPS 0069

## Chantecleer Lakes


April 18, 2005

To whom it may concern,

I have been the Property Manager of Chantecleer Lakes for the past five years during which time Cathy has been the UPS driver. She has been nothing but courteous and professional when dealing with my staff & myself. Recently her & I had a conversation regarding some residents that had filed complaints against her. It was interesting to hear from her that these same residents are residents I have on going issues with & are high maintenance residents.

In this business I have come to realize that you can not please everyone no matter how hard you try. It would be a shame for someone to loose their job over people who carry a black cloud around with them.

Sincerely,

  
Kristina Puente  
Property Manager

1550 Raymond Drive  
Naperville, IL 60563  
630-357-1632

Concern 005LXT7J7, 7/15/04

The address label was hand-written, not typed, and the eight looked like a six. That only made sense since there is no 848 Beaver. The addresses end in the 700's.

The package was retrieved and redelivered with the correct address.

*PLEASE NOTE: My ACTIONS WERE NO DIFFERENT  
than other employees AS the ATTACHED  
LETTER SHOWS*